



Virtual Gateway

Modification Announcement



August 2006

**MassHealth
Policy
Questions?**

**Please call
MassHealth
Customer
Service:
1-800-841-2900
TTY:
1-800-497-4648**

Important Message from MassHealth...

You recently received a Virtual Gateway Enhancement Announcement outlining changes made to certain Virtual Gateway screens reflecting new MassHealth Citizenship and Identity documentation requirements. For your convenience, here is a link to that announcement: [Virtual Gateway Release 2.3 Announcement](#)

One such change was the addition of "Undocumented" in the drop-down menu "Immigration Status" of the **Immigration Status Information** page. Please see screen shot, below.

This addition was intended to provide a more specific alternative to "No information" so that a MassHealth determination for undocumented immigrants might be made in a more efficient and user-friendly manner. If, for example, MassHealth knew up front an immigrant had no documentation, MA21 would not have to send a request for immigration documents that the applicant declared s/he did not possess.

Since the addition of this new entry, MassHealth has received important feedback from a number of organizations, among them a variety of advocacy groups. The feedback indicates that, despite best efforts to make the processing of undocumented immigrants' applications less burdensome, the presence of "Undocumented" as a selection might result in some immigrants who have no paperwork reluctant to apply for MassHealth.

In light of this, please be advised that the selection "Undocumented" on the "Immigration Status" drop-down menu has been removed, effective immediately. You should now select "No information" as you did before the change, for those immigrants who do not possess documentation.

Please also see additional, accompanying, screen changes throughout this notice.

Immigration status: ▾
Immigration status date: ▾
Immigration status: ▾
Immigration status date: ▾
Immigration status: ▾
Immigration status date: ▾
Immigration status: ▾
Immigration status date: ▾
Immigration status: ▾
Immigration status date: ▾
US Entry Date: ▾ / / yyyy

THE SELECTION "Undocumented" HAS BEEN REMOVED:

status: ▾
Immigration status date: ▾
US Entry Date: ▾ / / yyyy

Refugee
Temporary visa/other
No information
~~Undocumented~~
Victim of severe forms of trafficking

Cancel and Go Back Save and Continue

PLEASE NOTE: If you log back into a suspended or submitted application in which a user had previously selected the option "Undocumented" from the "Immigration Status" drop-down on the "Immigration Status Information" page, the field will now appear blank or 'null.'

Common Intake Changes Affecting MassHealth ONLY

Accompanying the change above, the checkbox “Applying only for MassHealth Limited, and/or CMSP, or Healthy Start, and/or UCP” which recently was removed from the **Immigration Status Information** page *has been restored*:

status: ▾

THIS SELECTION HAS BEEN RESTORED:

☐ Applying only for MassHealth Limited, and/or CMSP, or Healthy Start, and/or UCP

Cancel and Go Back

Save and Continue

On the **Next Steps** page, under the *Instructions for Completing the Application Process* column, a portion of this sentence has been changed to now include “identity and citizen status” for MassHealth, instead of “your identity, U.S. citizenship/national status” which has been deleted:

Long-Term-Care Services at Home, or Uncompensated Care Pool (UCP))	<div><div></div><div></div></div> <div><div></div><div></div></div>	person. • If you want MassHealth to send copies of your household's eligibility notices to anyone else, such as a hospital, for a certain period of time, complete the MassHealth Permission to Share form (PSI). • The type of MassHealth coverage you receive depends on your family size, income information about any other health insurance you may have, identity and citizen status, immigration status, and other circumstances. We will give you the most complete coverage type for which you qualify.	
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On the **Next Steps** page, under the *MassHealth Applicant Name and Verification Item* column, “Name (Identity)” will now display as an item to be verified **ONLY** for each MassHealth applicant who answers “Yes” to “Is this person a US Citizen/National?” on the **Personal Information** page:

We have submitted your application for the programs listed below. You must follow the instructions below in order to complete the application process for all programs.			
Program Name	Contact Information	Instructions for completing application process	Applicant Name and Verification Item
		<div><div>• The information to the right contains a list of items that MassHealth may need to process this application.</div><div>• When MassHealth receives your application, we will review it and will send you a written notice within 10 days if you need to send us more information. (See verification documents listed below.) The notice also will tell you where to send the verifications.</div><div>• When sending the verifications to MassHealth, it is very important to write on each page of all the documents your SSN or "application confirmation number," which is given you when you apply. This will help us process your application more quickly.</div><div>• MassHealth will send all eligibility notices about all</div></div>	<div><div>Name (Identity)<div><div>• Melissa Sinz</div><div>• Cindy Sinz</div></div></div><div>U.S. Citizenship/National Status<div><div>• Cindy Sinz</div></div></div></div>

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Also on the **Next Steps** page, the following items have been removed from the *MassHealth-only* section regarding verifying Name (Identity):

- ⇒ Alien Registration Card (Green Card - form I-151 or I-551)
- ⇒ Employment Authorization Card (I-327B)
- ⇒ Foreign Passport
- ⇒ Re-entry Permit (I-327)
- ⇒ Visas
- ⇒ Document from INS

Name (Identity)	<ul style="list-style-type: none">• Birth Certificate• Alien Registration• Original Social Security Card• Hospital Birth Record• Baptismal Certificate• Court Records• Employment Papers• Health Benefits ID• Marriage License• Voter Registration Card• Wage Stubs• Work ID• Statement from a reliable third party
	<p>MassHealth only:</p> <ul style="list-style-type: none">• Certificate of Indian Blood or other U.S. tribal document with photo or other identifying information• Alien Registration Card (Green Card - form I-151 or I-551)• Employment Authorization Card (I-327B)• Foreign Passport• Re-entry Permit (I-327)• Visas• Photo Document from INS• Military dependent's identity card• U.S. Coast Guard Merchant Mariner card• For children under 16:<ul style="list-style-type: none">• School ID (including the individual's photo)• Military ID (including the individual's photo)• A record showing date and place of birth and parent's name from one of the following sources:<ul style="list-style-type: none">○ School○ Clinic, Doctor, or Hospital○ Day-Care or Nursery School• Parental or guardian affidavit attesting to the child's date and place of birth (cannot be used if an affidavit for citizenship was provided)

SEE ITEMS REMOVED:

Name (Identity)	<ul style="list-style-type: none">• Birth Certificate• Alien Registration• Original Social Security Card• Hospital Birth Record• Baptismal Certificate• Court Records• Employment Papers• Health Benefits ID• Marriage License• Voter Registration Card• Wage Stubs• Work ID• Statement from a reliable third party
	<p>MassHealth only:</p> <ul style="list-style-type: none">• Certificate of Indian Blood or other U.S. tribal document with photo or other identifying information• Military dependent's identity card• U.S. Coast Guard Merchant Mariner card• For children under 16:<ul style="list-style-type: none">• School ID (including the individual's photo)• Military ID (including the individual's photo)• A record showing date and place of birth and parent's name from one of the following sources:<ul style="list-style-type: none">○ School○ Clinic, Doctor, or Hospital○ Day-Care or Nursery School• Parental or guardian affidavit attesting to the child's date and place of birth (cannot be used if an affidavit for citizenship was provided)

SEE REVISED LIST

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the Virtual
Gateway Help
Desk:
1-800-421-0938
TTY:
617-988-3301